

NAJ Code of Practice

UNCOLLECTED ITEMS

Version 1. November 2022.

This guide contains the correct procedures to...

- Deal with uncollected repairs
- Length of the notice period
- Notice best practice

This Code of Practice (CoP) outlines the legal requirements that all NAJ members who repair jewellery, watches, silverware and associated products must abide by to demonstrate a professional business.

It summarises the legal and professional practice requirements that NAJ members must observe and follow.

If a member was to act outside of the norms outlined in the CoP, they may be subject to disciplinary action or criminal sanctions by Trading Standards, or be in breach of legislation resulting in dismissal from the Association.

An NAJ CoP is a set of written rules explaining how jewellery businesses should behave, and it encompasses relevant legislation but is not the law in itself.



The National
Association
of Jewellers

Shaping professional excellence in jewellery businesses and their people